



CITY OF ALEXANDRIA
PERMIT CENTER SURVEY

Your Feedback Is
Important!

Thank you for visiting the City of Alexandria Permit Center. Every member of our team is committed to delivering exceptional customer service. We are continually working to improve our services and facilities. Your feedback is important to let us know how we are doing - what you liked and what you think needs improvement. Please take a moment to answer the following questions to help us identify our strengths, where we can improve, and what our opportunities are. When you have completed the survey, please place in the designated bin or give to staff member. Every survey is read by our Customer Service Manager. We hope to have an electronic survey available soon!

Date and Time of Visit? \_\_\_\_\_

How often do you visit the Permit Center?

- First Time
- Daily
- Weekly
- Monthly
- Not Often

What was the purpose of your visit?

- Permit- submit or pick-up
- Permit- Walk Thru
- Plan or Revision submittal
- Business License
- File a complaint
- One Stop Shop Reservation
- Meeting
- Other: \_\_\_\_\_

Were you greeted promptly? Yes No

Was the Queuing (ticket) Process easy to use?

- Yes
- No

Did you find our Permit Center Staff to be (check all that apply):

- Helpful
- Polite
- Professional
- Knowledgeable
- Other: \_\_\_\_\_

How long before your number was called and you were working with your process with a staff member?

- 0-10 minutes
- 11-20 minutes
- 21-30 minutes
- 31+ minutes

Did you find the waiting area acceptable?

- Yes
- No

Comments: \_\_\_\_\_

Did you find our Permit Center Plan Review Staff to be (check all that apply):

- Helpful
- Polite
- Professional
- Knowledgeable
- Not applicable
- Other: \_\_\_\_\_

Overall, how would you rate the staff service delivery?

- Excellent
- Good
- Fair
- Poor
- Varies on each visit

Did your process require a multi-agency review? (Check all that apply)

- No
- Yes - Check all that apply:
- Planning
- Zoning
- Board of Architectural Review
- Transportation and Environmental Services
- Health
- Code Administration
- Business License (Finance)

Overall, did the Plan Review process:

- Exceed Expectations
- Meet Expectations
- Was Below Expectations – Please identify any problem areas/issues/concerns: \_\_\_\_\_

Overall, how satisfied are you with the permitting process?

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Other: \_\_\_\_\_

Was information provided in the Permit Center helpful? (check all that apply)

- ☐ Information Kiosk (Displayed with Customer Number)
- ☐ Staff
- ☐ Hallway Form Files
- ☐ Handouts
- ☐ Other: \_\_\_\_\_

Have you visited or utilized any of the following: (check all that apply)

- ☐ City of Alexandria Website – [alexandriava.gov](http://alexandriava.gov)
- ☐ Code Administration Website -[alexandriava.gov/code](http://alexandriava.gov/code)
- ☐ Permit Tracker
- ☐ Daily Inspection Scheduler
- ☐ Daily Information Page
- ☐ ACCESS - 24 hour Inspection Line
- ☐ City of Alexandria E-News – a free e-mail subscription for electronic updates on events, alerts, and information.
- ☐ 24-hour Nuisance Hotline number (703.836.0041)?

Have you used the Alexandria Small Business Development Center (703.778.1292)?

- ☐ Yes - Was it helpful preparing you for the permitting process?  
☐ Yes      ☐ No

- ☐ No - Would you like additional info? ☐ Yes    ☐ No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Overall, how was your Permit Center Experience?

- ☐ Exceeded My Expectations
- ☐ Met My Expectations
- ☐ Below My Expectations
- ☐ Other: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please tell us how we can improve Permit Center services? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Several customer service enhancements are being planned. Of the following, which ones are you most likely to utilize? (check all that apply)

- ☐ On-line applications from all participating departments (Code, TES, Planning, Zoning, Health) tied to the permitting system.
- ☐ On-line application and permits for simple projects that do not require plan reviews.
- ☐ On-line application and permits for projects that require multi-agency plan review.
- ☐ Ability to submit plans electronically (on-line) with plan reviews and comments conducted electronically.
- ☐ The ability to receive faxed or emailed detailed inspection results.
- ☐ Greater access to plan review comments on-line.
- ☐ Ability to check on-line for approximate wait times in the Permit Center

Additional comments and/or names of Team Members who were particularly helpful:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_

Would you like our Customer Service Manager to contact you?    ☐ No      ☐ Yes

Please complete info below or contact the Customer Service Manager at [james.hunt@alexandriava.gov](mailto:james.hunt@alexandriava.gov) or 703.746.4201.

About You (optional)

|              |       |        |       |
|--------------|-------|--------|-------|
| Name         | _____ | E-mail | _____ |
| Address      | _____ | Phone  | _____ |
| City, State, | _____ |        |       |
| Zip Code     | _____ |        |       |

- Are you a:    ☐ Property owner    ☐ Tenant    ☐ Business Owner    ☐ Design Professional
- ☐ Permit Expeditor    ☐ Contractor    ☐ Other: \_\_\_\_\_

Permit Number: \_\_\_\_\_      Date and Time of Visit: \_\_\_\_\_

*Thank you for your participation! We look forward to serving you again!*